



5. Providing any necessary specialized training or technical assistance in order for a selected certified ACW to provide necessary services to the member
6. Conducting continuing education/training sessions for certified ACWs on at least an annual basis
7. Providing necessary training for the member and/or member representative in evaluation of the ACW and effectively managing complex situations (i.e., grievances, thefts or terminations)
8. Monitoring the competency of attendants by observing the attendant in a member's home within the first 90 days of the hire date and annually thereafter unless otherwise warranted.
9. Assessing the quality of care provided by ACWs and assisting in the interaction between the member and the attendant via an on-site visit no more than five days after initial assignment. A follow up visit is required at 30 days. A 60 day visit would only be required if issues are identified, otherwise, visits are required at least every 90 days thereafter.
10. Verifying the delivery of attendant care services, including methodologies to discourage falsification of records, and providing payment for such services within agreed upon timeframes
11. Maintaining records which demonstrate:
 - a. The number of ACW training classes given (as required in 3. above), the location and date each class was held, the number of ACW trainees enrolled for each, as well as the number of ACW trainees who completed the classes
 - b. The number of hours authorized and spent in all other management activities specified above, and
 - c. Records of ACW work verification and payment that are retained according to 9 A.A.C. 28, Article 5



12. An attendant may be exempted from the initial training and certification process if the ACW meets one of the following:
- a. Is currently employed by an established home health agency to provide caregiving services
 - b. Has a current nursing license
 - c. Has received registered certification as a nursing assistant or obtained certification from a training program for attendant care
 - d. Has received training from a certified agency that submits a letter of competency to the Contractor or subcontracted attendant care management agency. The certifying agency must be approved by the Contractor
 - e. Passes a competency exam administered by the Contractor or subcontracted attendant care management agency. The competency exam must be approved by the Contractor.

● **BEHAVIORAL HEALTH SERVICES**

Refer to Policy 1250 in this Chapter and [Appendix G](#) in this Manual for information regarding behavioral health services available to ALTCS members residing in their own home, an institutional setting or an approved HCB alternative residential setting.